



METROPOLITAN
TRANSPORTATION
COMMISSION

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April 2009

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To Our State Legislators:

Like the rest of the nation, California is currently struggling in the face of a historic economic downturn. Revenue projections that were made just months ago are proving way off the mark. The unemployment rate topped 10 percent in February, its highest rate since 1983. The comprehensive budget balancing act adopted a few months ago is estimated to be at least \$6 billion out of balance without corrective action. In short, these are difficult times.

But, as the saying goes, "a crisis is a terrible thing to waste." We are hopeful that 2009 will be looked back on as a watershed year for reforming the state's finance system at both the state and local levels — so that all levels of government can make the investments necessary for California to remain an economic powerhouse in the 21st century.

Many talented minds are focused on this outcome, from California Forward to the Bay Area Council, and we at MTC will lend our energy to this broad reform agenda. In particular, MTC will work in support of efforts to lower the vote threshold for the state budget and taxes, as well as local transportation taxes. With regard to public transportation, we support a constitutional amendment to protect and expand transit operating funds at the state level. Short of that, the state should expand local options for raising taxes and fees for transit operations.

MTC and its affiliate agency, the Bay Area Toll Authority, are also sponsoring two important bills this session — AB 744 (Torrico) to authorize a regional express lane network on the existing and planned carpool lane system, and AB 1175 (Torlakson) to complete the state Toll Bridge Seismic Retrofit Program and include seismic improvements to the Antioch and Dumbarton bridges. This report highlights the need for these bills and urges your support for them.

You also will find updates in this report on key MTC projects, including our latest regional transportation plan, known as Transportation 2035, the FasTrak® electronic toll collection system, the award-winning 511 traveler information service and the TransLink® universal transit fare card, already accepted on San Francisco Muni, AC Transit and Golden Gate Transit & Ferry, and scheduled for acceptance on BART and Caltrain later this year.

We appreciate your interest in transportation issues and look forward to working with you and your staff in the coming months. Should you have any questions or comments about the material in this report, please contact any of the following people:

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Sincerely,

Scott Haggerty

Chair

Annual Report to the California State Legislature

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San Francisco Bay Area Transportation System

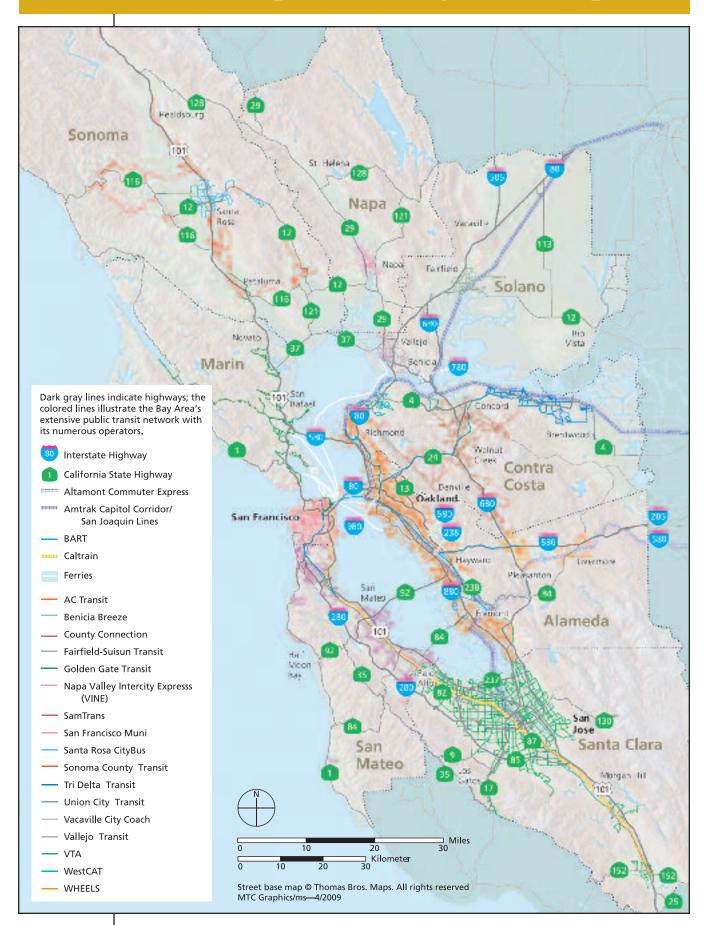


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A Bay Area Express Lane Network: Congestion

Recommendation: Support AB 744 (Torrico) to authorize a Bay Area Express Lane Network.

AB 744 (Torrico) would authorize MTC and its affiliate agency, the Bay Area Toll Authority (BATA), to develop an Express Lane Network on Bay Area freeways. By offering motorists a choice of a congestion-

free trip, the network would provide a faster and consistently reliable commute on the Bay Area's freeway system. Though express lanes — also known as high-occupancy toll (HOT) lanes — have long proved their effectiveness in Orange and San Diego counties, current state law allows only a handful of pilot projects in the Bay Area. The first two of these, on

Interstates 580 and 680, are now under construction.

Express Lanes Would Speed Travel and Carpool Lane Network Completion

A freeway express lane is a designated lane that is available free of charge for buses and carpools, but that may be used by solo drivers for a fee, collected electronically via FasTrak® and adjusted based on real-time traffic conditions. By increasing the number of vehicles using carpool lanes, an express lane reduces congestion for all drivers, delivering large reductions in congestion and tailpipe emissions.

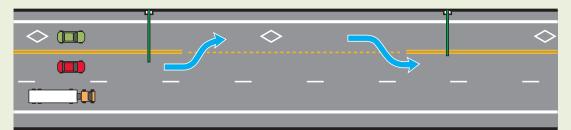
AB 744 would allow the Bay Area to complete its planned 800-mile carpool lane network as early as 2016, with most funds coming from private individuals who choose to pay. This is 20 to 40 years faster than if we were to rely on traditional funding sources.



Relief and Transit Funding With No New Taxes

How It Works

- Non-carpool drivers with a prepaid FasTrak® toll tag can choose to pay a toll and use the express lane.
- Transit vehicles, carpools, vanpools and motorcycles can use the express lane at no charge.



- 1. The express lane is separated by double yellow lines.
- 2. Electronic signs will display the current toll for solo drivers with FasTrak®. The toll will vary based on the level of congestion in the express lane and will be adjusted to maintain a minimum speed.
- 3. Signs and lane striping at access points will provide drivers safe entry and exit.
- 4. For non-carpool drivers who choose to use the express lane, an overhead antenna will read their FasTrak® toll tag and the correct toll will be automatically deducted from their prepaid FasTrak® account no toll booths, no slowing. Express lane rules and use will be enforced by the California Highway Patrol using visual and electronic means.

Express Lane Dollars Make Sense for All Income Groups and Public Transit

To keep express lane traffic flowing freely, toll rates will adjust based on supply and demand. But the rate drivers pay won't change once they've entered the lane. In Southern California, tolls typically range from 12 cents to 50 cents per mile.

Evaluations of usage along the State Route 91 express lanes in Orange County showed that lower-income drivers use the lanes and support them as much as higher-income drivers. Most users — regardless of income — use the lanes infrequently, only when they absolutely must arrive on time.

MTC estimates a \$7.6 billion cost to build, finance and operate the network over the next 25 years, with gross toll revenues of \$13.7 billion over the same period. Under AB 744, at least 95 percent of the remaining net revenue would be available to finance additional improvements in the express lane corridors — giving priority to projects that reduce emissions and provide cost-effective public transit improvements.

Emissions Associated With Bay Area HOT Network vs. Standard HOV Network, 2030

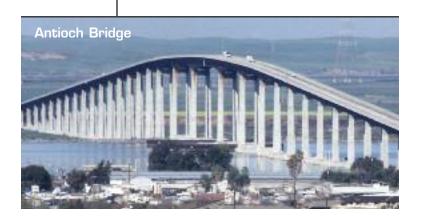
	Reactive Organic Gases (tons)	Nitrogen Oxide (NO _X) (tons)	Particulate Matter (PM ₁₀) (tons)	Carbon Dioxide (CO ₂) (1,000s of tons)
HOV Network	2.10	2.18	0.20	4.65
HOT Network	2.06	2.11	0.18	4.32
Percent Change	-2%	-3%	-10%	-7%

Source: MTC, Bay Area High Occupancy Toll (HOT) Network Study, Dec. 2008

Complete the Toll Bridge Seismic Retrofit

Recommendation: Support AB 1175 (Torlakson) and complete the state Toll Bridge Seismic Retrofit Program (TBSRP) by including the Antioch and Dumbarton bridges.

MTC and BATA are sponsoring AB 1175 (Torlakson) to add the pending seismic retrofits of the Antioch Bridge and the Dumbarton Bridge to the state Toll Bridge Seismic Retrofit Program as currently defined by AB 144 (Hancock, 2005). This action will allow BATA to raise tolls to fund the retrofit of the Antioch and Dumbarton bridges at a cost of \$950 million, and to address other pressures on the toll bridge revenue system.





Updated engineering standards indicate that the Antioch and Dumbarton bridges both need seismic retrofit at a cost of \$313 million and \$637 million, respectively.

Because the Antioch and the Dumbarton bridges (built in 1978 and 1982, respectively) were built to seismic standards established after the 1971 Sylmar earthquake, neither span was considered at risk at the time the TBSRP was established. Due to findings from recent quakes, however, seismic standards are now much higher. In late 2008, BATA and Caltrans completed a two-year evaluation of the Antioch and Dumbarton bridges, which shows both spans require significant strengthening to protect public safety.

MTC Is Not Seeking Additional State Funding to Finance These Retrofit Projects

In addition to expanding the TBSRP to include the Antioch and Dumbarton bridges, the Commission is seeking:

- authority to allow FasTrak® discounts to encourage efficient use of the region's toll bridges and to reduce greenhouse gas emissions; and
- authority to submit future regional measures similar to Regional Measure 1 in 1988 and Regional Measure 2 in 2004 to Bay Area voters for approval to fund additional transportation improvements in the toll bridge corridors.

MTC also is seeking various technical cleanup provisions, such as:

- authorizing the State Controller to help BATA collect overdue and unpaid tolls and fees; and
- continuously appropriating BATA funds paid to Caltrans for TBSRP expenses.

Program

Toll Revenues Hit by Triple Squeeze

In addition to the costs associated with retrofitting the Antioch and Dumbarton bridges, BATA is facing a financial squeeze on two other fronts.

Wall Street Affecting Main Street

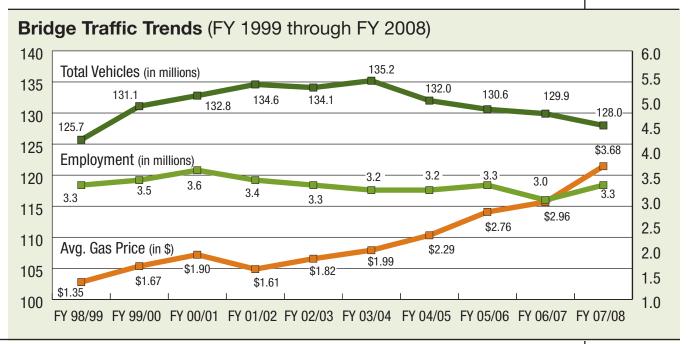
Fundamental changes in the municipal bond market since the credit market crisis began in summer 2007 have increased BATA's borrowing costs by about \$35 million a year. These higher debt costs are assumed to continue far into the future with no immediate end to the credit crisis in sight.

Toll Revenues Decline as Carpooling Climbs

The Bay Area also is seeing a steady decline in toll-paying vehicles that cross the region's state-owned toll bridges. As the number of toll-paid transactions shrinks, the number of toll-free crossings by carpools continues to rise.

San Francisco-Oakland Bay Bridge Traffic Volume by Payment Type 90% 80% 70% FasTrak® 60% 46% 50% 40% Cash 30% 36% 20% 18% 10% HOV 0% 10:00-11:00 11:00-12:00 2:00-13:00 4:00-5:00 5:00-6:00 3:00-7:00 7:00-8:00 8:00-9:00 3:00-10:00 Time Period

Though toll discounts for carpoolers are quite common around the country, the Bay Area's tradition of free bridge passage for carpoolers is unique. BATA is evaluating options that would include charging a discounted toll for carpoolers, thus increasing revenue while maintaining both the financial and timesaving incentives to carpool.



The State of California Must Not Abandon



BART set a ridership record during the summer of 2008, providing an average of almost 375,000 daily trips.

Recommendation: In the near term, the Legislature should expand local tax and fee options for public transit operations.

Over the last decade, public transit has borne a disproportionate share of the burden caused by the state's chronically out-of-balance General Fund. Since 2000, almost \$5 billion has been diverted from the Public

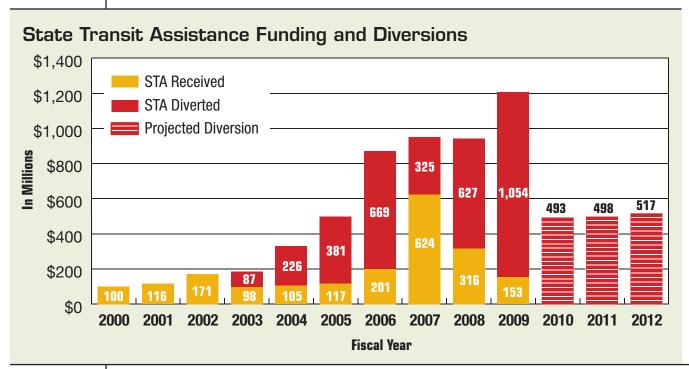
Transportation Account to the General Fund or other special funds to offset General Fund obligations.

As part of the recent budget compromise, the Legislature took the draconian step of eliminating State Transit Assistance (STA) for the next four years.

MTC believes, however, that the State of California has an important role to play in supporting public transit operations. A 2006 study by the Transportation Research Board found that among states that provide transit funding, 65 percent allow their funds to be spent on either capital or operating expenses. Such flexibility was the best feature of the STA program.

Identifying Sufficient Funding For Transit Operations Is a Major Long-Term Challenge

MTC's long-range plan projects an \$8 billion shortfall in transit operating costs over



Public Transit

the next 25 years. In fiscal year 2009–10, the shortfall is approximately \$350 million.

One place for transit operators to turn is fare increases, and Bay Area transit operators are doing just that. But steep fare increases, especially when coupled with service cuts, have the undesired effect of driving riders away. In addition, some low-income riders already find transit fares a financial hardship.

The fiscal year 2010–11 budget is expected to be much worse, as many agencies are dampening the impact of the STA cuts by spending their reserves or one-time federal stimulus funds to offset shortfalls.

Given the state's fiscal condition, a restoration of STA funds in fiscal year 2010 appears unlikely. The Legislature can best assist local transit operators this year by augmenting local and regional funding options, such as

12 to 3067

AC Transit carries over 220,000 East Bay passengers daily.

Bay Area Operators Face Substantial Deficits in FY 2009–10

Agency	FY 2009–10 Deficit*	Fare Increase?	Service Cuts?
AC Transit	\$23 M	Yes	Yes
BART	\$50 M	Yes	Yes
Caltrain	\$9 M	Yes	No
Golden Gate	\$47 M	Yes	TBD
San Francisco Muni	\$128 M	Yes	Yes
Santa Clara VTA	\$28 M	No	Yes
SamTrans	\$22 M	No	TBD

^{*} As reported to MTC in June 2008, prior to cost-cutting measures or fare increases

authorizing counties to double the 0.25 percent Transportation Development Act (TDA) sales tax that currently goes towards transit operations in most counties. In the Bay Area, a doubling of TDA could generate roughly \$285 million in fiscal year 2010–11.

Senate Bill 375 — A Dream Deferred?

With transportation constituting roughly 40 percent of the state's greenhouse gas emissions, the Legislature recognized — through the adoption of Senate Bill 375 (Steinberg) — that the state must encourage local and regional agencies to design their communities to support use of public transit and other alternatives to the single-occupant vehicle. Yet, without reliable and frequent transit service, the true promise of the legislation will not be realized. In response to the STA cuts, as well as steep drops in other revenue sources, transit operators statewide have adopted or anticipate significant service cutbacks and fare increases. This is hurting transit ridership in the short term and will undermine SB 375 implementation in the long term.

Constitutional Amendments Needed to

Recommendation: MTC supports a constitutional amendment to secure transportation taxes for transportation purposes, and to merge the spillover with Proposition 42.

The best step the state could take in support of public transit would be to fully dedicate all fuel taxes to transportation purposes. This was the promise made to voters when they

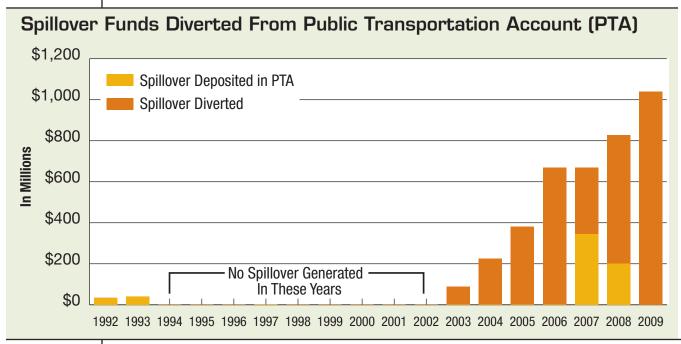
What Is the Spillover?

The spillover is a 30-year-old formula that dates back to the Transportation Development Act (TDA) of 1971. TDA created a 0.25 percent sales tax for local transportation funds, reduced the state sales tax by 0.25 percent, and extended the sales tax to gasoline for the first time. Under this formula, the annual revenue the state received from extending the sales tax to gasoline was slightly higher than the amount the state lost by reducing the state sales tax by 0.25 percent. The Legislature dedicated this "spillover" amount to what is now the Public Transportation Account.

originally approved Proposition 42 in 2002 (by a 69 percent majority) and then approved strengthening its provisions (by a 77 percent majority) in 2006.

Despite these efforts, an arcane law known as the "spillover" remains on the books, allowing diversions of gasoline sales taxes to the General Fund. The spillover is only triggered when gas prices grow faster than the rest of the economy. In the current fiscal year, approximately \$1 billion is being diverted to the General Fund.

Merging the spillover revenue with Proposition 42 is the first step necessary to protect these funds. The second step is to redefine the terms "public transit" and "mass transportation" so that funds dedicated to these purposes can truly benefit the intended general public transit riders, rather than being diverted to offset General Fund expenses such as yellow school bus service. Such a change would provide greater protection for all sources of state funding for public transit, not just Proposition 42.



Protect and Expand Transportation Funding



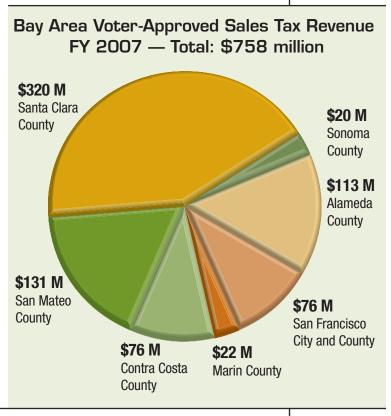
Recommendation: MTC supports a constitutional amendment to lower the vote threshold for local transportation taxes to assist local "self-help" efforts.

According to the Public Policy Institute of California (PPIC), fifty percent of Californians favor lowering the two-thirds vote requirement on local special taxes. This is the highest level of support expressed since the PPIC first asked this question in 2003.

While seven Bay Area county sales taxes have successfully met the challenging two-thirds vote threshold, it remains a tough hurdle for the two Bay Area counties currently without a transportation sales tax measure — Solano and Napa — and leaves other options, such as a regional gas tax, seemingly out of reach.

Since 1997, MTC has been authorized to place a regional gas tax of up to 10 cents

per gallon on the ballot. Polling suggests that while a 55 percent threshold is within reach, the two-thirds vote hurdle may not be. Such a tax could raise approximately \$320 million per year.



It's Time for Fundamental Budget Reform

Recommendation: Repeal the twothirds vote for the state budget and taxes.

With the news that the fiscal year 2009–10 state budget is already estimated to be at least \$6 billion out of balance, the Legislature faces a daunting task. Coming on the heels of closing a \$42 billion gap through a combination of tax increases, steep program cuts and borrow-

ing, the challenge is compounded by the state's two-thirds vote requirement for passage of a budget. Only two other states, Rhode Island and Arkansas, join California with this dubious distinction.

The two-thirds vote requirement not only drags budget deliberations over many

months — almost always resulting in a late budget — it also reduces transparency in government, as negotiations to secure the necessary votes are rarely conducted as

> part of the deliberative budget committee process.

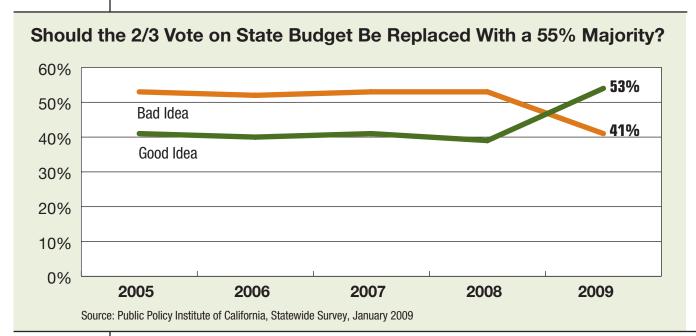
> While the state's General Fund deficit is not a "transportation" problem per se, transportation (and public transit in particular) has borne the brunt of the problem

edly turn to transportation funds such as the Public Transportation Account to balance the state's General Fund

MTC supports a constitutional amendment to reduce the vote requirement.

"Each year, the budget is delayed with no public alternative proposal in play. When the final budget is negotiated — generally, out of the public eye — advocates for health care, transit, education and local government find out just before a public vote what was on the table at the end of the process, usually too late to influence it."

Former Assembly Budget Committee
 Chairman John Laird



Pioneering BATA Bond Deal Saves Voter-Approved State Bond Projects

In February, MTC, acting as the Bay Area Toll Authority (BATA), rescued 11 Bay Area highway projects that were in jeopardy due to the budget stalemate and financial downturn.

BATA purchased \$194 million of general obligation bonds issued by the State of California through the Proposition 1B infrastructure bond approved by voters

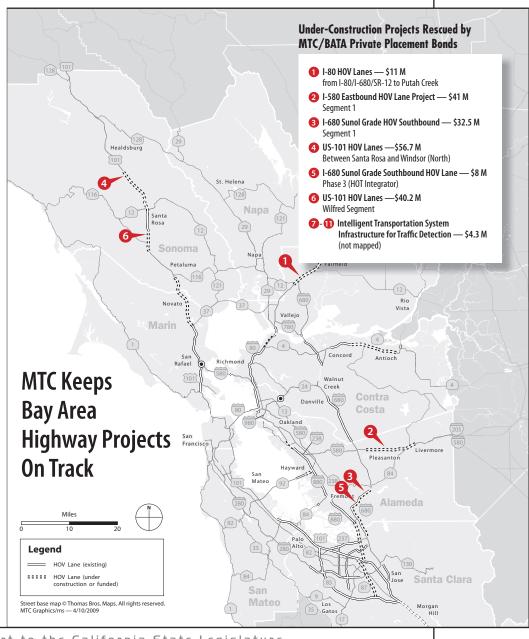
in 2006. The state is now using these funds to maintain funding for 11 highway projects.

Funding for the highway projects was imperiled by the budget stalemate which caused the state's Pooled Money Investment Board (PMIB) to impose a freeze on infrastructure financing last December.

The action halted or delayed more than 5,000 highway, bridge, school and other infrastructure projects around the state with a combined value of \$18 billion.

"This is the first time the state has used a private bond placement to finance transportation projects. It reflects BATA's commitment to innovation and MTC's commitment to delivering congestion relief."

MTC and BATA Chair,
 Scott Haggerty



MTC Puts American Recovery and Reinvest

The federal American Reinvestment and Recovery Act (ARRA) provides \$48 billion for transportation investment nationwide, or approximately 6 percent of the total \$787 billion federal stimulus package.

MTC has moved quickly to put this money to work. On Feb. 26, just eight days after President Obama signed ARRA into law, the Commission adopted a nearly \$500 million spending plan for the region's share of highway and transit formula funds. In April 2009, MTC finalized an investment plan for \$167 million in additional ARRA funds coming to the Bay Area.



MTC expects to loan the state \$120 million of the \$167 million in ARRA funds the Bay Area received under ABx3 20 (Bass) to jump-start Proposition 1B bond projects, including a fourth bore for the Caldecott Tunnel.

The Bay Area is using ARRA funds to preserve our existing transportation assets, while also making strategic investments in system expansion, roadway safety improvements and "smart highway" projects that deliver cost-effective congestion relief. Reinvestment in the Bay Area's existing transit systems and local streets and roads accounted for nearly 80 percent

of the \$495 million in ARRA funds allocated by the Commission in February.

ABx3 20 (Bass) Federal Stimulus Dollars Bridge Proposition 1B Gap

Following the recent passage of ABx3 20 (Bass) — which modified state law to give Caltrans more flexibility and give California's metro areas greater discretion over the transportation portion of ARRA funds — MTC will use a portion of its expanded share of ARRA money to backfill state funding for shovel-ready projects held up by cash-flow challenges facing the state's Proposition 1B bond program.

Specifically, MTC expects to loan the state \$120 million to move forward on a new fourth bore for the Caldecott Tunnel and to upgrade the U.S. 101/Interstate 580 connector in San Rafael.

In the months ahead, MTC will work closely with local transportation agencies to develop a regional strategy for maximizing the Bay Area's share of ARRA funds disbursed through both state and federal discretionary programs. A key goal will be to advance high-priority projects that leverage federal funds with significant local contributions.

Ensure Regional Success in Project Delivery

MTC has developed a secondary list of "on deck" projects ready to go in the event that other projects encounter delays. In this way, MTC will ensure that the Bay Area meets all ARRA funding deadlines and maximizes job creation in our region.

ment Act Funds to Work

San Francisco Bay Area's Strategy for the American Recovery and Reinvestment Act

Authority	Program	ARRA	Focus Area		ed Regional estment
Regional	Discretion				
MTC	Transit FTA 5307/5309	\$341	System Preservation	Transit Rehabilitation	\$271
			Expansion	Oakland Airport Connector	\$70
MTC	Surface Transportation Program	\$154	System Preservation	Local Road Rehabilitation	\$122
			Safety	Vasco Road Safety Improvements	\$10
				North Bay Safety Projects	\$3
			Smart Highways	Freeway Performance Initiative	\$19
Subtotal —	· Regional	\$495			\$495
State Disc	cretion				
(Regional Share of State ARRA Funds (ABx3 20)	\$1,606	Expansion (Proposition 1B Backfill)	State Route 24 Caldecott Tunnel Marin I-580/US 101 Connector	\$105 \$15
			System Preservation	Local Road Rehabilitation	\$23
			Smart Highways	High-Occupancy Toll (HOT)/Express Lane	\$14
F	State Share of ARRA	\$625	Safety	Doyle Drive	\$50
	Funds (ABx3 20): SHOPP			I-280 Roadway Rehabilitation in Santa Clara County	\$33
				I-80 HOV Lanes Rehabilitation in Solano County	\$30
				I-580 Fruitvale Ave. Bridge Rehabilitation in Alameda County	\$13
				Various Bay Area Highway Maintenance Projects	\$7
		\$310	Proposition 1B Loans	State Route 24 Caldecott Tunnel	\$93
MTC	Transportation Enhancements	\$77	Livable Communities	Bike/Pedestrian & Streetscapes Projects	\$10
Caltrans	Rural Transit (FTA 5311)	\$30	System Preservation	Transit Rehabilitation	\$2
Subtotal —	· State	\$2,648			\$395
Federal D	iscretion				
DOT	High-Speed Rail/ Intercity Rail	\$8,000	Expansion		TBD
DOT	Supplemental Discretionary Grants	\$1,500	Various		TBD
DOT	New Starts	\$750	Expansion		TBD
Subtotal —	Federal	\$10,250			TBD
TOTAL		\$13,393			\$890

Transportation 2035 Plan Puts Change

After two years of interagency collaboration and outreach, MTC this month adopted a new regional transportation plan that charts a course for the nine-county region over the next 25 years.

With "Change in Motion" as its title, the plan signals several bold new directions for MTC and the Bay Area, and a whole new way of looking at transportation and its relationship to the surrounding built mate change and natural environment.

Established Principles Protect Transportation Assets

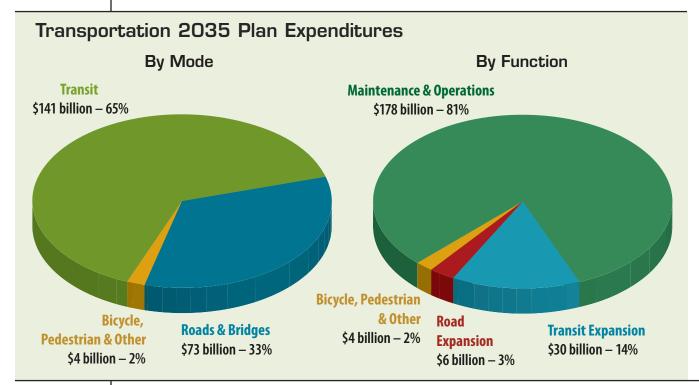
MTC has long maintained a "fix it first" policy to protect the transportation assets the Bay Area already has. Given the huge maintenance backlogs and sizable operating costs

for our existing transportation system, the Transportation 2035 Plan invests 81 percent of the estimated \$218 billion in available funds in maintaining and operating that system. The plan also reaffirms the region's longstanding commitment to public transit by directing two-thirds of all funds

to transit maintenance, operations and our Regional Transit Expansion Program.

Leading the Charge on Climate Protection

With escalating concerns over climate change, MTC also embraces the opportunity for the region to serve as a role model of sustainability and to lead the charge on climate protection. The Transportation 2035 Plan dedicates \$400 million to fund a five-year multi-agency Transportation Climate Action Campaign to reduce our carbon footprint. The funds will be used for the following programs:



In Motion

- Climate Grants: Innovative strategies to promote changes in driving and travel behavior
- Safe Routes to Schools/Safe Routes to Transit: Bicycle and pedestrian improvements near schools and public transit
- Transit Priority Program: Increase transit speed and on-time performance

FOCUS on Transit-Oriented Development

Among the policy cornerstones of the Transportation 2035 Plan is a commitment to promoting vibrant communities along transit corridors. The Plan pioneers a multi-agency initiative known as FOCUS, spearheaded by the Joint Policy Committee (a consortium of MTC, the Association of Bay Area Governments, the Bay Area Air Quality Management District and the Bay Conservation and Development Commission).

Under FOCUS, incentives will be made available to local governments that direct new growth into priority development areas (PDAs) located near major transit lines in the already urbanized portions of the Bay Area.

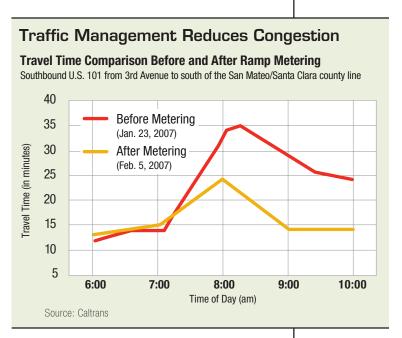
Over 100 areas have been designated as PDAs, covering about 50 jurisdictions. While these PDAs account for just 3 percent of our region's land area, sponsoring cities and counties have pledged the capacity to absorb 56 percent of the Bay Area's expected growth in housing demand from 2010 to 2035.



Transit-Oriented Development — Jack London Square, Oakland

Freeway Performance Initiative

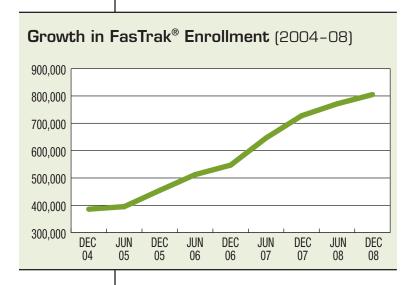
In addition to the regional express lane network advanced by AB 744, the plan includes a \$1.6 billion Freeway Performance Initiative to reduce congestion and improve safety on the Bay Area's freeways. The initiative will fund projects such as ramp metering and fast-response tow trucks, which are extremely cost-effective in reducing regular daily traffic and backups caused by accidents.



Bay Area's Transportation System Offers

More Bay Area Drivers Get on FasTrak®

FasTrak® — the popular electronic toll collection system administered by BATA that is the operational centerpiece of the planned Bay Area Express Lane Network — shifted into even higher gear in 2008, with enrollment swelling by more than 10 percent to more than 800,000 accounts. More than 60 percent of all motorists crossing stateowned toll bridges during peak hours now pay their tolls with FasTrak®. By eliminating the need to stop and pay cash, the FasTrak® payoff is twofold: reduced congestion at the toll plaza and reduced emissions from idling vehicles.





FasTrak® lanes can carry almost four times the volume of cash lanes.



Changeable message signs provide driving times to take the quesswork out of the commute.

511 Bay Area Sets Standard for Rest of Nation

MTC's 511 traveler information system continues to be a smash hit with Bay Area travelers, generating more than 400,000 phone calls and over 2 million Web visits each month. With a range of features unequalled by 511 systems anywhere else, the Bay Area's award-winning service provides current, on-demand information 24/7 — via phone or Web — on traffic conditions; transit routes, schedules and fares; and carpooling and bicycling options.

Among the latest features are an all-new online transit trip planner, a "My 511" service available at www.511.org which allows travelers to save and quickly access customized data for the trips they make most often, and real-time transit departure predictions for Muni and BART, with other transit operators to be added soon.

High-Tech Solutions

Top Operator Puts TransLink® Into Service

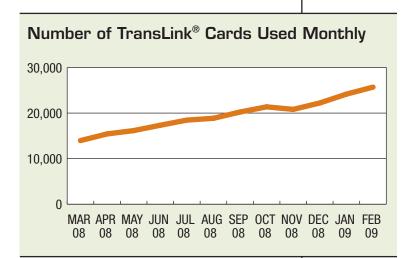
The phased rollout of the Bay Area's TransLink® system — the most sophisticated transit-fare smart card program in the U.S. — reached another major milestone in 2008 when San Francisco Muni, which carries by far more passengers each day than any other Bay Area transit operator, began recruiting patrons to use the distinctive green cards on all its bus and light-rail lines. Other agencies accepting TransLink® systemwide include AC Transit and Golden Gate Transit & Ferry. TransLink® will extend its reach later this year when BART and Caltrain climb aboard.



MTC teamed up with AC Transit in 2008 to launch a pilot program of free bus rides via TransLink® for residents of transit-oriented developments.

Freeway Service Patrol Clears the Way for Bay Area Motorists

MTC's Service Authority for Freeways and Expressways (SAFE), which is funded by a \$1 fee on Bay Area vehicle registrations that has been in place since 1988, includes a fleet of roving tow trucks known as the Freeway Service Patrol (FSP) and a comprehensive network of fully-accessible, state-of-the-art roadside emergency call boxes.



Since half of all congestion on Bay Area free-ways is caused by accidents, stalls and other incidents, these initiatives save time for all travelers by quickly clearing the roadway. The FSP, which covers about 550 miles of Bay Area highways, responded to more than 125,000 incidents in fiscal year 2007–08, while the 2,200 Bay Area call boxes generated about 21,000 calls. Through a new "Freeway Aid" option added to the 511 phone service last summer, motorists with cell phones now can summon FSP or other tow service help from inside their vehicles.



More than 95 percent of motorists who have received assistance from the Freeway Service Patrol rate the service as excellent.

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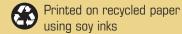
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Authority): Train station platform

John Huseby (Caltrans): FasTrak® express lane;

bridge workers

Barrie Rokeach ©2009: Bay Bridge with Gemini Ferry; aerial of Bay Bridge new East Span construction

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